

IN

An IN Community Magazine

Peters Township

NEW PLAYGROUND **Opens in Peterswood Park**



Township News
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Socially Distant Destinations
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CHECK PTLIBRARY.ORG FOR UP-TO-DATE INFORMATION REGARDING THE COVID-19 RESTRICTIONS.

616 E. McMurray Road, McMurray, PA 15317
724.941.9430 | www.ptlibrary.org



PETERS TOWNSHIP
PUBLIC LIBRARY
OPENING BOOKS, DOORS AND MINDS

LIBRARY HOURS

Monday through Thursday 10 a.m. to 6 p.m.
Friday 10 a.m. to 4 p.m.
Saturday 9 a.m. to 1 p.m.
Sundays Closed
Closed at 5 p.m.: Wednesday, Nov. 25
Closed: Thursday, Nov. 26 & Friday, Nov. 27

Please check the library website at ptlibrary.org for changes or cancellations due to Covid-19.

SECURE YOUR ID DAY – FREE ON-SITE SHREDDING EVENT

Saturday, Oct. 10, 10 a.m. to 1 p.m. (or until trucks are full)
McMurray Elementary School

Did you know that protecting your identity is largely in your own hands? Fifty-six percent of identity theft victims traced the theft to something stolen from their own possession. So here's the first rule: If you don't need it, shred it – responsibly. The Better Business Bureau and the Peters Township Public Library are here to help with Secure Your ID Day featuring FREE on-site shredding. **Please note the following COVID-19 protective measures: All attendees must remain in their vehicle during this contactless event and all disposable items must be located in the vehicle's trunk.** BBB volunteers will guide cars through a moving line, remove disposable items from your car trunk, and shred them on the spot. Each vehicle may dispose of a maximum of 3 boxes/bags of paper-based materials. No metal or plastics are permitted. For information relating to Secure Your ID Day, please contact Caitlin Driscoll at 877.267.5222 ext. 110.



RIDE THE WAVE WITH GAB BONESSO!

Featuring Gab Bonesso of Josh and Gab musical/comedy duo For Adults and Teens

Saturday, October 10, 7 p.m. via Zoom

Award-winning comic performer Gab Bonesso joins us via Zoom on World Mental Health Day for a mix of motivational talk, comedy, and interactive lessons! Gab will focus on her personal experiences with mental health. She will be sharing excellent new stories about her family having her back and helping combat moods. Gab Bonesso is a nationally renowned performer, comedian, musician, and motivational speaker, best known for her award-winning school assembly programs and concert appearances. Registration at ptlibrary.org/events is required to receive the access codes to attend this Zoom session.

COMMUNITY BLOOD DRIVE

Friday, Nov. 6, 10 a.m. to 3:30 p.m.

There is no substitute for your generosity to support life through blood donation. Donating blood saves lives. The library is hosting a Vitalant (formerly Central Blood Bank) blood drive to help the community blood supply. To schedule an appointment, visit Vitalant.org and click on the Donate Button. Search for group code C594, or call 877.258.4825. Walk-ins are welcome, but appointments are strongly encouraged. Experience the wonder. Donate blood.

2020 GENERAL ELECTION IMPORTANT DATES

OCT 19 Last day to register to vote for the general election.
register.votesPA.com

OCT 27 Last day to apply for a mail-in or absentee ballot.
votesPA.com/ApplyMailBallot

NOV 3 Voted mail-in and absentee ballots must be received by the county by 8 PM.
votesPA.com/County

NOV 3 General election day. Polls are open from 7 AM to 8 PM.
votesPA.com/Polls

VotesPA.com



SUMMER READING PROGRAM WRAP-UP!



85 Adults read **551** books

73 from Birth to Preschool were read **6,432** books

246 in Grades K thru 12 read **294,804** minutes

From Jessica Brito...

We were blown away by the summer reading program at the PT Library. The programming was clearly well thought out and thoroughly planned. We loved the fairy tale per week theme. It was fun teaching my kids about classic fairy tales and the many, many versions of fairy tales that have been created by authors who were inspired by the originals. My kids LOVED watching the librarians read the versions on YouTube and then completing the weekly activities.

It helped me provide for many hours of productive, reading-based activity/creative time with the kids. It was amazing to watch them creatively respond to the activities and stories and I am thankful for this opportunity to see my kids learning in real time. The kids also loved the LEGO challenges and drawing prompts. Thank you for all of your hard work and creativity during the summer. You helped us to feel connected and involved even though we couldn't participate in person or on site. Great job!

From Susan Forslund...

The summer programs were awesome. My 3.5 year old had so much fun with the packets and loved the STEM activities. The other paperwork also was a huge help to me so I didn't have to come up with activities and lessons for him every day. I can't say enough about how great the library staff has been in putting all of these programs together.



From Michele Sites...

My daughter liked inputting her time online. I think going by time instead of books read is better for children. I was a little surprised that my daughter and I each reached our goals. Originally, I thought they might be more than we could do. Thank you for offering activities for children to do when so many things are canceled.



Meet Anne DeGerolamo

Anne was one of our basket winners!

What made you decide to participate in the PTPL Summer Reading Challenge for Adults?

I decided to participate because I love to read and reading more books each year is a goal I have for myself. If there was a chance to win a prize for something I love to do anyway, that's icing on the cake!

What was your favorite book you read for the challenge - one you would recommend to others?

It's a toss up between Maya Angelou's "I Know Why the Caged Bird Sings" and Caroline Kepnes's "You".

We all are super busy - how do you find the time to read in your day?

Reading is an essential part of my day. I read every night before I go to bed. I need reading to "escape" for a while. It helps me separate the craziness of work and kids, and the transition into relaxation and sleep.

Top 3 Readers Birth through Teens

K to Gr. 2 - JOSH TYNES

Gr. 3 to 6 - LOIS PINER

7 to 12 - OWEN JOHNSON

Adult Basket Winners Chosen by Random Drawing

ANNE DEGEROLAMO

JENNIFER FORD

DANIELLE ONUFFER

Thank you to all of our readers!



CHILDREN'S PROGRAMS



Fall programs are currently in session through Friday, Nov. 13.

Thank you to the over 130 responses we received to our Fall Planning Survey! Your feedback helped tremendously in our program planning for September, October, and November. Families that completed the survey were most interested in:

- Programs for Grades 1 to 3, followed by ages Pre-K to Kindergarten
- Take and Make Activity kits, as well as pre-recorded programs to watch at your own pace
- Watching programs on the library's YouTube channel, followed by Zoom
- Interacting with the Youth Services staff via Zoom was preferred on weekdays between 6 and 7 p.m. or Saturdays between 10 and 11 a.m.

We hope you enjoy our fall programming line-up below. Due to COVID-19 safety guidelines in place in September when our schedule went to press, we were unable to plan in-person programming at this time.

Featured Programs For All Ages

TAKE AND MAKE MONDAYS

Visit the Youth Services Department every Monday to pick up an exciting DIY craft. Our library staff designed these activity kits for you to take home and spend creative time together. One kit per child while supplies last.



PUMPKIN DECORATING CHALLENGE

Drop off from Thursday, Oct. 1 to Friday, Oct. 16
Decorate any size pumpkin you like as a favorite book character. How about the Three Little Pumpkins or Clifford the Big Red Pumpkin? Bring your pumpkin characters to the Youth Services Department before Friday, October 16, and it will be part of our spooktacular display!

FALL OUTDOOR STORYTIMES

Saturdays, Oct. 10 and Nov. 7, 10 to 10:30 a.m.
Peterswood Park Amphitheater
Let's meet in the crisp fall air at the park! Our library staff will join you at the amphitheater for songs, stories, and take home crafts.

Registration is required in advance. Call the Youth Services Dept. at 724.941.9430 #3 to register each person attending. Maximum 25 participants.

MONSTER MASH HALLOWEEN PARADE

Friday, October 30, 6 p.m.

Let's have a **virtual** parade and show everyone those adorable kiddos in their Halloween costumes! Email a photo of your child in costume to Shannon Pauley at SPauley@PT-Library.org by Monday, October 26. We will put the photos together into an amazing Halloween video shared on the PTPL Youth Services Facebook page and the library's YouTube channel on October 30 at 6 p.m. for the whole family to watch together!

DIY KINDNESS ROCKS

Monday, Nov. 2 – Begin rock pick up

Friday, Nov. 13 – Deadline to return rocks

Friday, Nov. 13 is World Kindness Day, and we think KINDNESS ROCKS! We can do our part to spread goodness by decorating some rocks for our library Kindness Garden. Pick up your rock from the library beginning Monday, November 2, or choose one of your own that is 6" or smaller. Be original and use whatever you like to decorate them. Bring your Kindness Rocks to the library by Friday, November 13, and we will place them in our Kindness Garden!

"WE ARE THANKFUL" PUZZLE MURAL

Week of Nov. 2 – Begin puzzle kit pick up

Week of Nov. 16 - Deadline to return puzzle

Yes, this year has been challenging, but we still are grateful for many things. What is your family giving thanks for this year? Register at ptlibrary.org/ events and reserve your puzzle kit. Visit the Youth Services Department the week of November 2 to pick up your kit. Paint each puzzle piece to show something you are glad to have in your life. Return your puzzle to the library the week of November 16. We will put an enormous Thankful Puzzle Mural together and showcase it for our community to enjoy. Limited to 48 participants.



SANTA EXPRESS

Sunday, Dec. 6, 6 to 7:30 p.m.

Take a ride to the North Pole and see Santa from the comfort of your vehicle! Although we are not able to have our Annual Tree Lighting event, we are excited to offer families this unique holiday experience. Drive through anytime from 6 to 7:30 p.m. and enjoy the festivities in the Peter Township Municipal Complex parking lot (near the library.) Don't forget to bring your letter for Santa!



Beau and Henry Trueblood – July Lego Challenge winners



Penn Schelling – August Lego Challenge winner

LEGO CHALLENGE

Monday, Nov. 2 – Begin kit pick up
 Friday, Nov. 20 – Deadline for submissions

Join in the fun of our monthly, community-wide LEGO Challenges. We will give you a FREE bag of random LEGO pieces for you to build your creation. This month your challenge is to design something that shows what you are thankful for. Email a picture of your creation and a brief description to Shannon Pauley at SPauley@PT-Library.org for a chance to win an Amazon gift card. Registration is required at ptlibrary.org/events to reserve your bag of LEGO pieces. Limited to 30 participants.

Virtual Programming

BOOK BABIES

Suggested for ages Birth to 15 months
 Tuesdays, Oct. 6, Oct. 20 and Nov. 10, 11 a.m.

Have fun with Ms. Patty and giggle with your precious baby from the comfort of your home! We will listen and dance together to your favorite childhood songs. Registration is required. Only registered participants will receive directions via email to access the scheduled videos. Please visit the Youth Services Department

to pick up your follow-along kit containing song lyrics and a bubble bottle.

MOTHER GOOSE

Suggested for ages 1 to 2 ½ years
 Tuesdays, Oct. 6, Oct. 20 and Nov. 10, 11 a.m.

Moms and Dads! Spend some quality time in your home with your little one. You and your child will sing and work on fine and gross motor skills with Ms. Patty's help. Registration is required. Only registered participants will receive directions via email to access the scheduled videos. Please visit the Youth Services Department to pick up your follow-along kit containing song lyrics and a bubble bottle.

ONE MINDFUL MOMENT MONDAYS

For all ages
 Mondays, 9 a.m.

Start your week off with Ms. Linda for a stretch, a child's yoga pose, story, and mantra for the week. These calm 10 minutes will set the tone for a peaceful, mindful week. Watch the videos on the PTPL Youth Services Facebook page or the library's YouTube channel. Look for Ms. Linda's Mindful Moment music playlist by using the library's Freegal subscription at <https://ptlibrary.org/resources/>



WEEKDAY CALENDAR TIME

For all ages
 Monday through Friday, 10 a.m.

Ms. Shannon would love to be part of your morning routine with your littles at home. During these weekday video visits, she will talk about the day of the week, the weather, and sing songs. Join her every morning at 10 a.m. or watch when convenient for you. Her videos will be posted weekdays on the PTPL Youth Services Facebook page and the library's YouTube channel through Friday, November 6.

LUNCHBREAK STORYTIMES

Suggested for ages 2 to 7 years old
 Monday through Thursday, 12 noon
 Now in progress through Nov. 5

Join us for new video storytimes with Ms. Linda, Ms. Patty, Ms. Shannon, and Ms. Sydney. We will share an adventure each week as we explore a different theme. Videos will be posted on the PTPL Youth Services Facebook page at noon, or watch them when convenient on the library's YouTube channel. Register online at ptlibrary.org/events to reserve your weekly kit of activities for pickup on Mondays beginning at 10 a.m. Limited to 30 participants.

STEM SATURDAYS

For all ages

Second and Fourth Saturdays of the Month, 10 a.m.

Watch Ms. Linda's videos while joining in with your free STEM kit to pick up beforehand. Videos will be posted on the PTPL Youth Services Facebook page at 10 a.m., or watch them when convenient on the library's YouTube channel. Register online at ptlibrary.org/events to reserve your STEM kit for each program. Limited to 30 participants for each session.

TWEEN BOOK CLUB

For ages 9 to 13



Join Ms. Linda as you read *A Tale Dark & Grimm* by Adam Gidwitz throughout October. Each week you will be emailed details for picking up a take-home kit and online activities. We will discuss the book via Zoom on Thursday, October 29, 4:30 p.m. Registration at ptlibrary.org/events is required to receive your free copy of the book, take-home kits, and access to the discussion. Limited to 14 participants.

FAMILY TRIVIA NIGHTS

For all ages

Tuesday, Oct. 20, 6 p.m. – Candy Trivia

Tuesday, Nov. 17, 6 p.m. – Book Trivia (Our most circulated children's books)

Join Ms. Sydney on the PTPL Youth Service Facebook page for a monthly fun-filled FB Live, family-friendly trivia night! Are you an expert on sweet treats or do you know what all the cool kids are reading? You will have to come up with the answers quickly in this fast-paced game.



FAMILY DRAWING & WRITING WORKSHOP

For parents and preschool/kindergarten children

Wednesday, Nov. 4, 6 p.m.

Limited to 25 families. Please register only one member of your family.

We are excited to offer your family this unique opportunity with award-winning children's author and illustrator, Lindsay Barrett

George. She is widely recognized for her striking illustrations of animals, birds, and fish, which seemingly come alive in their habitats. Ms. George will be encouraging families to learn creative ways to practice early reading, writing, and thinking through art. This workshop will be offered via Zoom. Registration at ptlibrary.org/events is required. Only registered participants will receive directions via email to access this program.

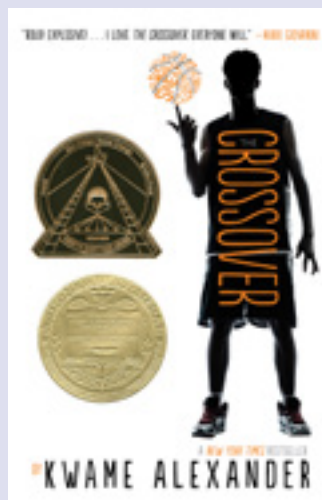
Teen Programming

October is TEENtober! Look for more teen events and resources at our website ptlibrary.org/teens.

VIRTUAL TEEN BOOK CLUB

For Grades 6 and up

First Thursday of the Month, 6 p.m.



Join us on November 5 for a virtual discussion and activities about *The Crossover* by Kwame Alexander. Registration is required at ptlibrary.org/events. The first 5 teens to sign up will receive a FREE copy of the book. Only registered participants will receive directions to access the Zoom meeting for the discussion. Limited to 10 participants.

DIY BULLET JOURNALS

For ages 9 and up

Friday, Oct. 9 – Kit Pickup Date

Bullet journals are part diary, part planner, part motivational speaker, and all parts awesome. They are a great way to get organized and stay on track with school, clubs, sports, work, and everything else. Register for your Bullet Journal kit and watch our tutorial video on the library's YouTube channel to get started. Limited to 20.

DIY BUTTON ART

For ages 9 and up

Friday, Oct. 23 – Kit Pickup Date

Register to reserve your buttons and canvas! Pair those with your own hot glue gun and paint to create your own button art. You can watch our tutorial video on the library's YouTube channel to get ideas or create something of your own! Limited to 24.

MEET THE PTPL WAGGIN CHAT TEAM

For two years, the library has participated in a free resource for all residents of Pennsylvania called *Chat with a Librarian*. Anyone can get accurate, unbiased information online from a real librarian 24 hours a day, seven days a week. During the COVID-19 pandemic, our staff joined with librarians and paraprofessionals from across the WAGGIN network to form a new service called *WAGGIN Chat*, which would offer personalized service to all residents of Washington, Fayette, and Greene Counties.

As part of the Pennsylvania *Chat with a Librarian* service, residents are still able to receive 24-7 reference and research help. On Monday through Friday, 9 a.m. to 5 p.m., WAGGIN staff is working online to answer your questions directly, either through live chat or via an email question form. Whether you need help with homework, genealogy resources, or how to find a business, visit waggin.org/chat. There you can submit your question online for a quick response.



Eight PTPL staff members received training to offer this new chat service. In addition to their regular duties, they help remote library users with questions throughout the day. Coordinated by Ed Wolf, PTPL Information Technology and Reference Librarian, the group has been very successful. They will serve as a best practices model for other libraries in the state as they set up their chat participation.

Our local staff is available to help via chat during library hours. You can use this service if our library is not open, but understand

you will be communicating with a Pennsylvanian librarian who does not work locally. They will not be able to answer questions about overdue materials, renewals, or other account-specific activity. You can email ptlib@ptlibrary.org with questions about your library account.



LIBRARY STAFF PRESENTS AT PaLA CONFERENCE

Three members of the PTPL staff will be presenting at this year's Pennsylvania Library Association (PaLA) 2020 Virtual Conference, October 19 to 21. The annual conference provides the library community with a variety of continuing education and networking opportunities. We also meet with vendors to learn first-hand what new products and resources are available for us to share with our library users!

On October 20, Interim Director Sue Miller and Youth Services Assistant Sydney Krawiec will be discussing *Escaping Online: How to Create Virtual Escape Rooms*. When the global health crisis forced the Peters Township Public Library to shutter its doors, our staff reacted quickly and adapted storytimes, presentations, and other programs to online formats. Our library went viral with the Hogwarts Digital Escape Room created by Sydney, which in two weeks was played by 225,000 users from 22 countries. In their presentation, Sydney will teach participants how to set up an escape room through Google Forms, and Sue will address some of the challenges they faced along the way. You can watch Sydney's tutorial to create a digital escape room on the library YouTube channel.



The Peters Township Public Library reached its Gold Level Library status in May 2017 as part of the PA Forward Star Library Program. Ed Wolf, Information Technology and Reference Librarian will present *Maintaining Your Star Library Status* on October 21. Ed currently volunteers as the Star Library Tech Team lead. He will share his knowledge about the new process and tools available for libraries to maintain their status in the PA Forward Star Library Program.

We are honored that PTPL staff members were chosen to share their knowledge and expertise with fellow librarians at this year's PaLA conference!



ADULT PROGRAMS

Register online at the library's website at ptlibrary.org or by email at programs@ptlibrary.org. Please include name of program, name of participant, and phone number.

Library-Sponsored Clubs

The majority of library-sponsored clubs are currently on pause. Below are the programs we are able to offer due to COVID-19 safety guidelines in place at the time this magazine went to press.



ROOTS GENEALOGY CLUB

Facilitator: Cathy Pigford

Tuesdays, Oct. 13 and Nov. 10, 1 to 3 p.m.

The club will be meeting at Shelter #3 in Peterswood Park.

EVENING BOOK CLUB FOR ADULTS

You will need to register online at ptlibrary.org/events to receive the access codes to participate in these book discussions via Zoom.

Oct. 14, 7 p.m.: *Heads You Win* by Jeffrey Archer
Leningrad, Russia, 1968: From an early age it is clear that Alexander Karpenko is destined to lead his countrymen. But when his father is assassinated by the KGB for defying the state, Alexander and his mother will have to escape Russia if they hope to survive. At the docks, they have an irreversible choice: board a container ship bound for America or one bound for Great Britain. Alexander leaves the choice to a toss of a coin...

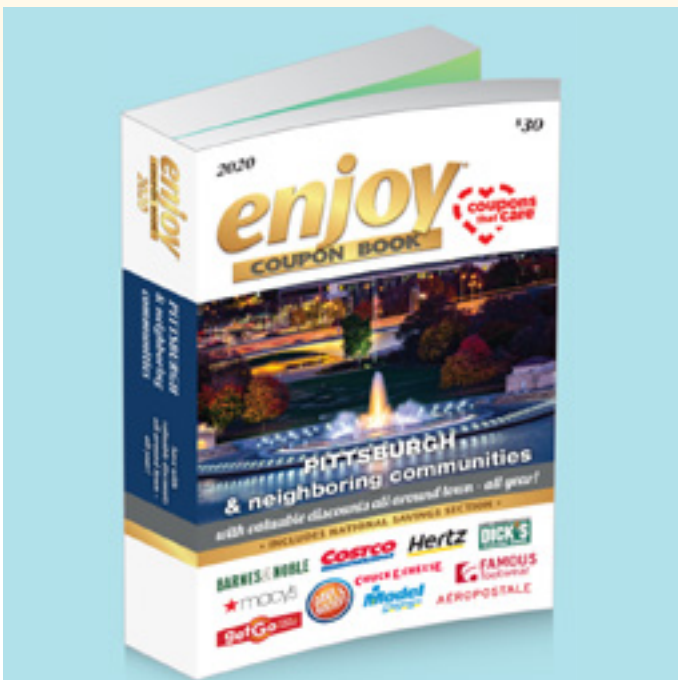
Nov. 11, 7 p.m.: *Akin* by Emma Donoghue
Noah Selvaggio is a retired chemistry professor and widower living on the Upper West Side, but born in the South of France. He is days away from his first visit back to Nice since he was a child, bringing with him a handful of puzzling photos he's discovered from his mother's wartime years. But he receives a call from social services: Noah is the closest available relative of an eleven-year-old great-nephew he's never met, who urgently needs someone to look after him. Out of a feeling of obligation, Noah agrees to take Michael along on his trip.

AFTERNOON BOOK CLUB FOR ADULTS

You will need to register online at ptlibrary.org/events to receive the access codes to participate in these book discussions via Zoom.

Oct. 21, 1 p.m.: *The Lost Girls of Paris* by Pam Jenoff
One morning while passing through Grand Central Terminal on her way to work, Grace Healey finds an abandoned suitcase tucked beneath a bench. Unable to resist her own curiosity, Grace opens the suitcase, where she discovers a dozen photographs—each of a different woman. In a moment of impulse, Grace takes the photographs and quickly leaves the station. Grace soon learns that the suitcase belonged to a woman named Eleanor Trigg, leader of a network of female secret agents who were deployed out of London during the war.

Nov. 18, 1 p.m.: *Anne of Green Gables* by L.M. Montgomery
Eleven-year-old Anne Shirley has never known a real home. Since her parents' deaths, she's bounced around to foster homes and orphanages. When she is sent by mistake to live with Matthew and Marilla Cuthbert at the snug white farmhouse called Green Gables, she wants to stay forever. But Anne is not the sturdy boy Matthew and Marilla were expecting.



ENJOY 2020 COUPON BOOKS

The Peters Township Library Foundation is sponsoring the sale of the "Enjoy 2020 Coupon Books." If you buy a book this year, you can download the free SaveAround® app that includes more offers to use all around town and across the country! Coupon books are available at the Library Services Desk for \$30 each. Proceeds benefit The Peters Township Library Foundation.

Virtual Computer Programs

The Peters Township Public Library is offering a variety of FREE virtual computer and technology programs. These programs will take place in Zoom, and each person registered will receive a Zoom meeting invitation before the start of the program. You can find our current schedule of programs by visiting ptlibrary.org/events. Under the Events Category dropdown, select Computer Classes. To register for a class, click on a class title and scroll down. Beneath the class description will be a Register button. If you don't see the button, that class is unfortunately already full. But don't worry, we will likely be offering another session in the following weeks!

Here's just a sampling of what we have been offering:

DEVICES & APPS

Do you need a little extra help learning how to use your phone/tablet? Do you have questions about how something works? Get personalized help navigating your new (or old) device. This is a virtual question-and-answer based program with no set agenda. Please have your questions ready!



PARENT'S GUIDE TO DOCS AND DRIVE

Designed for parents of school-age children, this class will explore two of the programs your students are likely to need in the upcoming school year: Google Docs, Google's free word processing software, and Google Drive, Google's online cloud storage platform.



PARENT'S GUIDE TO SLIDES AND DRIVE

Designed for parents of school-age children, this class will delve into two of the programs your students are likely to need in the upcoming school year: Google Slides, Google's free presentation software, and GoogleDrive, Google's online cloud storage platform.

INTRO TO MS EXCEL

In this virtual small-group session, we will review the basics of Microsoft Excel. This class will cover creating a spreadsheet, working with rows and columns, customization, and an introduction to formulas.

INTRO TO MS POWERPOINT

Attend a virtual small-group session to learn how to create basic and effective PowerPoint presentations, complete with charts, pictures, and eye-catching animations with Microsoft PowerPoint.



INTRO TO MS PUBLISHER

Learn the basics of creating and designing posters, flyers, cards, and other types of graphic materials with Microsoft Publisher in this virtual small-group session.

INTRO TO MS WORD

We will review the basics of Microsoft Word in this virtual, small-group session. This class will cover creating and saving documents, navigating the toolbars, and different ways of customizing your information.

ONLINE GENEALOGY BASICS

Turn your stay-at-home time into the perfect find-your-family time with a lesson in genealogy research. Attend a virtual small-group session to discover how to use the three online resources offered at ptlibrary.org with your Peters Township Library card – Ancestry, Heritage, and Family Search. Discover your family story by learning more about the basic features of each.



PTPL VIRTUAL LIBRARY – ALL ABOUT THE BOOKS

Get to know more about what the PTPL Virtual Library has to offer! This session is all about the books! Join us as we explore OverDrive, the online WAGGIN catalog; the library's collection of electronic books and audiobooks; and several other online book-related resources.



PTPL VIRTUAL LIBRARY – MUSIC & MOVIES

Find out more about what the PTPL Virtual Library has to offer! This session is all about free music and movies that you can access with your PT Library card! Join us as we explore downloading and listening to music through Freegal and streaming movies through Kanopy.

If you are not familiar with Zoom...

Zoom is an online meeting software available as a free desktop (for Windows, MacOS, and Linux Operating systems) or mobile application for Android and Apple iOS devices. Once Zoom is installed, you will be able to join the virtual Library program using the invitation link we send you. The librarian facilitating the event will not be able to provide live technical support during the virtual program. It is strongly encouraged you familiarize yourself with Zoom in advance of the program. You can also join a test meeting to familiarize yourself with Zoom. For more in-depth instructions, please visit the Zoom support page at zoom.us.